

# COT MEETING MINUTES

## COMMISSION ON TECHNOLOGY

Friday, February 19, 2016

10:00 AM - 11:45 AM

ARIZONA SUPREME COURT  
Administrative Office of the Courts  
1501 W. Washington  
Phoenix, AZ 85007

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### CONFERENCE ROOM 119

Conference Number: 602-452-3288  
Meeting ID: 2035#

#### MEMBERS PRESENT

John Pelander, *Chair*  
Michael Baumstark  
Kent Batty\*  
Raymond Billotte  
Michael Brown  
Bennett Evan Cooper  
Christopher Hale\*  
Michael Jeanes (*Chris Kelly, proxy*)  
Gary Krcmarik  
John Lucas\*  
Michael Miller\*  
John Rezzo  
Roxanne Song Ong  
Virlynn Tinnell\*

#### GUESTS

Alexis Allen, *Tempe Muni Court*  
Carla Boatner, *Chandler Muni Court*  
Ken Dewitt, *Navajo County IT*  
Julie Dybas, *Scottsdale Muni Court*  
Susan Holliefield, *Gilbert Muni Court*  
Randy Kennedy, *TAC*  
Joseph Olcavage, *Scottsdale Muni Court*  
Jayne Pendergast, *Maricopa Superior Court*  
Christopher Phelps, *Glendale Muni Court*  
Debi Schafer, *Tempe Muni Court*  
Matt Tafoya, *Mesa Muni Court*  
Don Taylor, *Phoenix Muni Court*  
Adam Walteson, *Gilbert Muni Court*

#### MEMBERS ABSENT

James Conlogue  
Paul J. Faith  
Tivo Romero

#### AOC STAFF

Stewart Bruner, *ITD*  
Eric Ciminski, *CSD*  
Karl Heckart, *ITD/TAC*  
Denise Lundin, *CSD*  
Christine Olea, *ITD*  
Jim Price, *ITD*  
Marcus Reinkensmeyer, *CSD*

\* indicates appeared by telephone

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## WELCOME AND OPENING REMARKS

Hon. John Pelander, Chair

Vice Chief Justice John Pelander, Chair, called the Commission on Technology (COT) meeting to order just after 10:00 a.m. He called the roll of members at the table and on the phone. Staff confirmed that a quorum existed.

Justice Pelander previewed an upcoming cybersecurity awareness video that will be made available to all courts in support of the annual COJET requirement. The chair recommended that COT oversee the minimum security standards existing at the intersection of business and technology for which the video will build the case. He also recapped recent activities to extend the deadline for automated destruction of case-related records in closed cases to comply with the recommendations the Electronic Record Retention and Destruction Committee made in December 2013.

The chair then called members' attention to the minutes from the November 20, 2015 meeting.

### MOTION

**A motion was made and seconded to approve the minutes of the November 20, 2015 Commission on Technology meeting as written. The motion passed unanimously.**

**TECH 16-01**

## E-PROJECT UPDATES / YAVAPAI ACTIVITIES

Mr. Marcus Reinkensmeyer

After briefing members on historical numbers of filings in AZTurboCourt and announcing reduced fees for all dissolution print forms associated with domestic relations cases, Mr. Marcus Reinkensmeyer, Administrative Office of the Courts (AOC) Court Services Director, focused his update about e-filing, judge review, and public document access on recent activities to implement the various eCourt products at Yavapai Superior Court. Marcus thanked the leadership of the court for their unwavering commitment to user acceptance testing on behalf of the AJACS courts. He reminded members about the various interrelated technology components and functions that are being integrated to enable end-to-end e-filing in all courts all case types, starting from a central access portal and processing payments through a central service operated by nCourt. He also reported that eBench adoption will spread beyond the pilot judges in Pima Superior Court once the uploading of their 19 million historical documents completes later this spring.

Marcus briefly described progress with enabling public access to case documents through the eAccess product, which is taking a little longer than expected. He called attention to the importance of extensive testing to ensure all restrictions to prevent inappropriate access to documents imposed by Supreme Court Rule 123 are capably carried out by the software. He also described a limited launch process that will ensure the rules are functioning correctly while allowing time to load remaining rural county case documents.

## BUSINESS DRIVERS FROM IT STRATEGIC PLAN INPUTS

Mr. Stewart Bruner

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Mr. Stewart Bruner appeared in his capacity as Strategic Planning Manager for AOC's Information Technology Division. He shared various macro-level court business trends collected from several nationwide court and government organizations before listing the prevalent themes appearing in the business input he's received in the county courts' strategic plans. He reminded members that only half of the non-urban counties are being asked for plans again this year, along with Maricopa and Pima and their non-ACAP limited jurisdiction (LJ) courts.

Common items in plans included increasing public access to court services online, expanding justice integration efforts, increasing operational efficiencies through technology, increasing integration with justice partners, addressing physical and cyber security risks along with business continuity, expanding use of video and mobile technology, investing in the court workforce, and dealing with aging infrastructure and software.

Technical inputs are due March 11 so that plans may be reviewed and summarized in time for consideration at the annual meeting on June 3.

## TECHNOLOGY PROJECT UPDATES

Mr. Karl Heckart

Karl Heckart, Chief Information Officer (CIO) for the AOC, provided detail about the following project activities:

- The upcoming relocation of AOC's disaster recovery site from Dept. of Economic Security to the GovNet Data Center under a 3-year agreement;
- The re-audit of AJIN network security following remediation of last summer's findings with warnings that the audit tool is continuously updated to look for new vulnerabilities and that aging infrastructure/software with insufficient support in place continues to haunt courts;
- Development of risk-based, minimum security standards by TAC for eventual approval by COT and communication to all AJIN-connected entities;
- The progress of the JOLTSaz statewide rollout, continuing development, reports being added, and the challenge of locating sufficient staff to sustain the speed of the rollout;
- A new technical effort for hyperlinking previously filed court documents in newly filed court documents, beginning with appellate court filings;
- LJ AJACS lessons learned from early implementations, a coming major release to address bugs and add various functions that address concerns of current users, and issues related to differences in courtroom automation between AZTEC and AJACS;
- General Jurisdiction (GJ) Case Management System (CMS) enhancements for e-filing and addressing issues using the priorities of the steering committee; as well as
- AJACS/eUniversa integration activities and response to issues surfaced in pilot testing.

Karl then explained the rationale behind a recent TAC recommendation to communicate more detailed requirements for scanning processes around the state than are specified in ACJA 1-504(D) designed to balance optimal usability with file size in a world where digital documents travel beyond the walls of each court. Experience has shown that not all documents get created using the same parameters, especially those scanned outside of OnBase. Members discussed the relative reasonableness of items being specified but questioned the detail of requirements provided for imprinting. Stewart shared that a clerk's existing set of standards had been used to

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address issues rather than starting from nothing and indicated that TAC could revisit the imprinting specifics at its March 4 meeting and return to COT if any details require change.

## MOTION

**A motion was made and seconded to table consideration of TAC's recommended standards for scanning case-related documents until a later time. The motion failed in a voice vote with a preponderance of nay votes against only 3 aye votes.**

**TECH 16-02**

State Bar representative Ben Cooper shared the experience of his law office in reining in file sizes to preserve storage space and declared the proposed standards “non-controversial.”

## MOTION

**A motion was made and seconded to approve TAC's recommended standards for scanning case-related documents. The motion passed unanimously.**

**TECH 16-03**

Judge Michael Miller requested that Court of Appeals Division Two be included in the workgroup formulating the technical solution for hyperlinking, since that court has experience with document hyperlinking on its local system. Judge Michael Brown shared the membership and progress of the team, agreeing to include representation from Division Two. Karl responded to Ben Cooper's request that courts re-engineer the timing of creation of the index of record for cases as all-electronic operations become the norm.

## SCOTTSDALE COURTEZ CMS PLAN FOR INTERFACES

Mr. Karl Heckart  
Ms. Julie Dybas

Karl then reminded members of the unique position Scottsdale is in, having been a longtime AZTEC court but now working on moving the CMS to be supported by a SQL database. He emphasized the impact to the AOC in resources and time stemming from construction of new interfaces for FARE and Data Warehouse integration necessitated by the move. He described a hybrid approach for continuing to feed the statewide interfaces from AZTEC that would allow Scottsdale's CMS work to proceed while a detailed plan is undertaken for eventually switching from Informix to SQL, as discussed in the previous COT meeting. AOC would continue to support Scottsdale's AZTEC interfaces while the SQL interfaces are being constructed and tested.

Ms. Julie Dybas, Court Administrator for Scottsdale, affirmed her support for the hybrid approach but questioned Karl's expectation that the full plan would be returned to COT in June. Members briefly questioned Julie and Randy Kennedy, the court's technology manager, about the likely timing of Scottsdale's return and the nature of agreements in place with the city.

## MOTION

**A motion was made and seconded to authorize Scottsdale to proceed with moving the CMS database from Informix to SQL, maintaining current interfaces via Informix while developing a fully resourced plan to move to direct feeds via SQL and return with a formal plan to discontinue use of the Informix database at a later time. The motion passed unanimously.**

**TECH 16-04**

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## CALL TO THE PUBLIC

Hon. John Pelander

After hearing no further discussion from members or the public, the chair reminded members of the full-day meeting on June 3. He entertained a motion to adjourn at 11:50 a.m.

## Upcoming Meetings:

June 3, 2016	AOC – Conference Room 119 (annual meeting)
September 9, 2016	AOC – Conference Room 119

## MEETING ADJOURNED

11:50 AM